

Visitors' Rules

General Terms and Conditions of the BWG Erlebnishaus (as at: 05 October 2016)

1. Scope

The following General Terms and Conditions apply exclusively to visitors' use of the facilities of the BWG Erlebnishaus.

2. Using the facilities of the BWG Erlebnishaus

- 2.1 You may only enter the facilities of the BWG Erlebnishaus with a valid day ticket (admission voucher or receipt). The admission ticket is to be kept for the entire duration of your stay and presented to the staff of the BWG Erlebnishaus upon request.
- 2.2 The day ticket or admission ticket for the BWG Erlebnishaus entitles you to use all the services offered at the time of your visit subject to the conditions set out in section 4. The BWG Erlebnishaus reserves the right to temporarily remove individual attractions from its offer for technical or safety reasons until the technical defect has been rectified.
- 2.3 When using the facilities of the BWG Erlebnishaus, visitors are required to observe the Visitors' Rules, which are displayed at the entrance. Special instructions issued by the staff of the BWG Erlebnishaus must always be followed. This does not exclude the assertion of further claims, in particular for injunctive relief and damages.
- 2.4 The safety instructions, which are displayed at the individual facilities in the form of special notices with text and pictures, etc., are to be read by all users before using the respective facility, and observed at all times. The staff of the BWG Erlebnishaus is on hand at all times to answer visitors' questions.
- 2.5 In case of failure to comply with the Visitors' Rules, the General Terms and Conditions or the instructions of the staff of the BWG Erlebnishaus, the visitor may be removed from the premises of the BWG Erlebnishaus.
- 2.6 Prams are to be parked in the designated zones in the entrance area.

3. Prices

- 3.1 A day ticket or admission ticket to the BWG Erlebnishaus entitles you to free use of all services of the BWG Erlebnishaus. Separately marked activities and services are not included and may be subject to a separate fee.
- 3.2 The BWG Erlebnishaus reserves the right to change the daily admission prices at any time without prior publication.
- 3.3 A day ticket or admission ticket entitles you to a single visit to the play park of the BWG Erlebnishaus and the facilities currently in operation. Day tickets and admission tickets are non-transferable. Re-entry on the day of the visit is only possible with a valid day ticket and the stamp on the ball of your thumb obtained at the ticket office when entering.
- 3.4 Discounts obtained under the conditions announced apply once only. It is not possible to combine discounts.

4. Opening hours

The opening hours of the BWG Erlebnishaus are displayed in the entrance area. The BWG Erlebnishaus reserves the right to change the opening hours at any time, also for individual days, without prior public notice. Individually agreed opening hours, e.g. for groups, can be arranged. These individual opening hours are not binding for the general public.

5. Limitation of liability

- 5.1 In case of material damage, the BWG Erlebnishaus is liable for slightly negligent breach of duty by vicarious agents only in case of a breach of cardinal obligations leading to foreseeable damage typical for the contract.
- 5.2 In the cases specified in section 5.1, liability is limited to a maximum of 15 times the daily admission price.
- 5.3 The BWG Erlebnishaus is only liable for the loss of items which you have brought with you in case of intent and gross negligence. This also applies to the loss of money and valuables which are not kept in the lockers provided by the BWG Erlebnishaus for this purpose.

6. Duty to supervise

The accompanying person is responsible for supervising children and in particular for ensuring their safety and protecting them from harm. In case of violation of the duty to supervise, the supervising persons and parents bear full responsibility for any resulting damage.

7. Data protection

- 3.5 Customer data are stored and processed by the BWG Erlebnishaus in strict compliance with the provisions of data protection law.